

Kia ora [REDACTED]

I refer to your email we received on 3 August requesting the following:

“How many yellow bins have been confiscated since the beginning of this programme? How many bins have not been collected due to contamination since the start of the programme? Are there any households that have not had their bin collected more than once? If yes, how many households have not had their bin collected due to contamination more than once and how many times total? How many truckloads of waste have had to be dumped due to contamination so far this year? How much waste, in tonnes, has had to be dumped due to contamination so far this year? Is there a single household that has had the most often contaminated recycling since the programme began? If yes, how many times have they been spoken to/has action been taken about it?”

Extension of timeframe

On 31 August, we extended the timeframe on our response to you by an additional 3 working days.

Council Decision

Please find below information provided in response to your queries.

1. *How many yellow bins have been confiscated since the beginning of this programme?*

As of 5 August, 1,353 yellow bins have been removed from service due to excessive contamination.

2. *How many bins have not been collected due to contamination since the start of the programme?*

As of 5 August, 44,802 bins of recycling have not been emptied due to contamination.

3. *Are there any households that have not had their bin collected more than once? If yes, how many households have not had their bin collected due to contamination more than once and how many times total?*

As of 5 August, 3,577 households have been sent a warning letter following a second identified contamination occurrence within a 12 month period. Bins are removed instantly on the third occurrence.

4. *How many truckloads of waste have had to be dumped due to contamination so far this year?*

From January to July 2021, 475 truckloads have been sent to landfill for containing greater than 10% contamination.

5. *How much waste, in tonnes, has had to be dumped due to contamination so far this year?*

From January to July 2021, 2,142 tonnes of collected recycling has been sent to landfill for contaminating more than 10% contamination.

6. *Is there a single household that has had the most often contaminated recycling since the programme began? If yes, how many times have they been spoken to/has action been taken about it?*

Since the programme began 1,353 households have had bins removed after the following process has occurred within a 12 month period:

- 1st contamination occurrence - bin not collected, education material provided for the resident
- 2nd contamination occurrence - bin not collected, education material provided for the resident
- Warning letter sent outlining that the bin will be removed if the contamination continues along with further education material
- 3rd contamination occurrence bin removal and resident left a reinstatement form along with details of the issues identified on this occurrence

I hope this information assists, however please let me know if you have further questions.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Ngā mihi,

Gypsy Stevenson

Graduate Advisor

Office of the Mayor and Chief Executive